

Welcome to the Citizen Complaint Information Guide.

We hope that this information will be useful to you and your neighbors as you navigate the City's maze of rules and regulations governing issues such as:

"What can you do if junk vehicles are parked in front of your house?"

"What about that mattress that's been sitting in your alley for weeks?"

"Is the neighbors sewer leaking into your yard?"

"Is the wild party house keeping you up at night?"

Answers to these and hundreds more questions can be found in this guide. While this is by no means a complete guide to all the City's regulations and ordinances, we have identified the most common complaints and have included information about what can and cannot be done.

It is our intent to update this information on a regular basis to keep the guide a working document.

Many thanks to everyone who researched this information and translated it from "City Bureaucratese" to English for the guide. Most of the City staff went above and beyond the call of duty to pull this information together, as it is our hope that it will ultimately make Seattle an even better place to live.

Who can I talk to in my neighborhood?

Neighborhood Service Centers

The thirteen Neighborhood Service Centers, located throughout Seattle, provide a wide range of services to the community. In seven of the centers, citizens can pay utility bills, purchase pet licenses, pay parking tickets, or submit a passport application. In all thirteen centers there is a Neighborhood Service Center Coordinator who provides a crucial link between the City and the community.

NSC Coordinators link City government to Seattle's communities, help community groups network with one another, assist with neighborhood improvement efforts, make referrals to human services and provide support to the district council system.

The thirteen Coordinators provide a very useful service to City departments in helping to identify citizens which should be active participants in a particular issue and provide a range of facilitation and outreach services to all City departments.

The thirteen Neighborhood Service Center and the Coordinators are:

Ballard: 2305 NW Market St. 98107

Rob Mattson, Coordinator 684-4060

Greater Duwamish: 3801 Beacon Ave S 98108

Stan Lock, Coordinator 233-2044

Capitol Hill: 19th Ave E 98112

Jose Cervantes, Coordinator 684-4574

Central: 2301 S Jackson St. Ste-208 98144

Ted Divina, Coordinator 684-4767

Downtown: 820 Virginia St. 98121

Glenda Cassutt, Coordinator 233-8560

Fremont: 908 N 34th ST. 98103

Steve Louie, Coordinator 684-4054

Greenwood: 8515 Greenwood Ave N 98103

Beth Pflug, Coordinator 684-4096

Lake City: 12707 30th Ave NE 98125

Yolanda Martinez, Coordinator 684-7526

Queen Anne/Magnolia: 521 2nd Ave W 98119

Ed Pottharst, Coordinator 684-4812

Southeast: 4859 Rainier Ave S 98118

Pamela Green, Coordinator 386-1931

Southwest: 9407 16th Ave SW 98106

Ron Angeles, Coordinator 684-7416

University: 4534 University Wy NE 98105

Karen Ko, Coordinator 684-7542

West Seattle: 4750 California Ave SW 98116

Carla Cole, Coordinator 684-7495

Community Service Officers

Community Service Officers are civilian members of the Seattle Police Department dedicated to providing social services to a diverse population and assisting patrol by forging positive partnerships and support throughout the Seattle Police Department and Seattle's communities.

Police Support

CSO's are available to assist police officers with a number of services, which frees them for other duties.

Reports of missing disabled people and juveniles are taken and efforts are made to locate the person and assist the families.

CSO's recover found property including bicycles and take the items to the police evidence section for further investigation by sworn officers.

When a citizen is bitten by an animal (usually a dog) CSO's respond to talk a police report and work closely with Animal Control who investigates the bite.

Patrol officers also call CSO's to relieve them of situations that do not require enforcement but do need some attention (e.g., lost/found distressed persons).

CSO's also participate in Special Activities at the Seattle Center.

Collaboration/Community Activities

CSO's are called upon to give talks and presentations to schools, trade fairs, and private organizations regarding crime prevention, personal safety, and CSO functions. Collaboration with other City departments and community groups is essential, and to this end, CSO's are routinely included as members of a variety of committees and community development projects.

Community Service Officers 684-4790

Service hours: Mon-Sat 7:30am –midnight (limited service on Saturdays)
No walk-in clients after 5pm or Saturdays
No service on Sunday

Communities Service Officers do not carry weapons, do not have enforcement powers, and do not respond to violent situations.

How do I contact a Department myself?

Seattle Police Department

To report life-threatening and emergency situations: call 911.

To report **non-emergency** situations, call police dispatch at 625-5011.

Operators will make police reports for non-emergency incidents and crimes, and may provide an incident number for follow-up.

Most Common Complaints by Citizens

- Drug and narcotic activity.
- Drug houses and/or ongoing narcotics activity
- Partying/disturbances of the peace
- Gangs and Suspected Gang activity
- Loitering/Trespassing
- Car Prowls
- Burglary
- Noise Complaints
- Parking Enforcement
- Prostitution

To report any of the above complaints in progress: call 911.

For repeated problems with loitering and/or trespassing, call your local precinct Community Police Team (CPT) officer, to sign a no-trespass authorization form. South Precinct CPT: 233-1544; West Precinct CPT: 684-8996; East Precinct CPT: 684-4370; North Precinct CPT: 684-0878, or call Crime Prevention at 684-7555. Call Seattle Neighborhood Group at 323-9666 for information on purchasing "No Trespass" signs.

To report burglaries or car prowls, which occurred hours, or days, before you discovered them, call 625-5011.

To report noise violations, which involve animals, horns, sirens, motor vehicles, human voices amplified or non-amplified, stereos and music, call the police non-emergency number, 625-5011. You may call the Department of Design, Construction, and Land Use (DCLU) to complain about other noises. For noise from mechanical equipment, operational machinery, or from a commercial site, call 684-7843. For noise from construction sites, call 684-5839.

To report suspected gang graffiti, call the graffiti hotline at 684-7587.

To report illegal parking on public property, call 635-5011.
Abandoned Vehicles on public property call 684-8763 (police hotline).
For inoperable vehicles on private property, call DCLU at 684-7899.

To report locations with ongoing prostitution activity, call Vice at 684-8660

Seattle Fire Department

The Seattle Fire Department works to minimize the loss of life and property resulting from fires, medical emergencies, and other disasters. The Fire Prevention Division, also known as the Fire Marshal's office, promotes fire and life safety through public education, inspections, and enforcement of the Seattle Fire Code. Public information bulletins concerning fire safety issues and Fire Code requirements are available through the Fire Marshal's Office.

Most Common Complaints by Citizens

- Locked or blocked exits in clubs, restaurants, or apartment buildings
- Tall dry grass or other overgrown vegetation close to buildings (seasonal)
- Unsafe storage of combustible/flammable materials
- Burned-out bulbs in illuminated "exit" signs
- Missing or defective smoke detectors in rental housing
- Serious overcrowding in clubs, restaurants, or other public venues
- Missing or out-of-service fire extinguishers
- Illegal entry into vacant buildings
- Nuisance fire alarms/false alarms
- Blocked fire lanes

To report a fire or medical emergency, call 911.

To report other fire and life safety hazards, call the Fire Marshal's Office at 386-1450.

For general Fire Department information, call 386-1400 or visit our website at: www.pan.ci.seattle.wa.us/fire/

Department of Construction & Land Use

The Department of Construction and Land Use (DCLU) administers the Housing, Building and Maintenance Code, the Land Use (Zoning) Code, the Weeds and Vegetation Ordinance, the Noise Ordinance, and the Shoreline Master Program. DCLU's mission is to promote safe structures, equipment, and premises and to assist building owners, tenants, and responsible parties to maintain and use their property in a manner that complies with codes and regulations.

Most Common Complaints by Citizens

- Noise
- Weeds/Vegetation
- Junk Storage
- Landlord Tenant Issues
- Abandoned Vehicles
- Keeping of Animals
- Parking of Vehicles
- Home Occupations
- Land Use
- Housing & Building Code & Maintenance

Complaint Line 684-7899

General Information 684-8600

<http://www.ci.seattle.wa.us/dclu/homemn.htm>

Client Assistance Memos:

Client Assistance Memos are available through DCLU. These memos explain Seattle's basic regulations relating to housing, zoning, and vegetation, and provide information on how citizens may report code violations and outline the code compliance process.

Department of Parks & Recreation

The parks department is not an enforcement authority. For public safety, animal control, and encampment issues please call the numbers below. For other park maintenance issues call the Compliments and Concerns line.

Most Common Complaints by Citizens

- Auto Theft
- Car Prowls
- Assault Issues
- Illegal encampments
- Animal Control
- Over-Use
- Over grown weeds/vegetation
- Recreation equipment maintenance

Parks-Compliments and Concerns Line .684-4075

Please refer all safety issues to Seattle Police Department:

Emergency 911
Non Emergency 625-501

Illegal Encampments:

Citizen Service Bureau . .684-8811

Animal Control

Seattle Animal Control .386-4254

Seattle Animal Control

Seattle Animal Control provides programs to educate citizens regarding responsible pet ownership; it provides sanitary, safe, and humane housing for impounded animals, provides pets to responsible owners for adoption, and provides a low cost spay/neuter program; enforces animal control ordinances relating to the leash law, scoop law, nuisance-barking, vicious animals, and cruelty to animals.

Most Common Complaints by Citizens

- Vicious or biting animals
- Injured pets or wildlife
- Found animals (detained)
- Loose animals (not detained)
- Lost pets
- Problems with feral cats
- Noise violations
- Scoop law violations
- Cruelty / neglect concerns

Life-threatening emergencies involving humans or animals: call 911.

Seattle Animal Control 386-4254

Seattle Animal Control responds immediately to animal attacks happening during business hours, 7 AM to 8 PM (7 AM to 9 PM during daylight savings). Call 911 when someone is threatened or attacked by an animal between 8 PM and 7 AM.

If you or your child has been bitten, an officer will be dispatched to meet with you to take a report of the incident. The officer will try to locate the animal, and owners when possible, to begin the required 10-day quarantine. Regardless of the animal's vaccination status, State law mandates quarantine.

Lost Pet Hotline, available 24-hours a day 386-4254

Shelter Location: 2061 15th Avenue W, 1 mile south of the Ballard Bridge.
Shelter Hours: Tuesday-Saturday 12 noon-6 PM; Sundays 12 noon-4 PM;
closed Mondays

Shelter Phone 386-4294

<http://www.ci.seattle.wa.us/rca/animal/>

Seattle City Light

Seattle City Light's electricity is very reliable, but occasionally outages occur. Power outages can be caused by lightning, wind, fallen tree limbs, auto and pole accidents, or overloaded circuits. Seattle City Light's priority is to restore your power as quickly as possible.

Seattle City Light strives to keep the electrical system in good working order for you, and in order to improve, repair or maintain the electrical system, they may have to schedule planned outages. If they do, Seattle City Light will notify you in advance.

Most Common Complaints by Citizens

- Power outage
- Streetlight and alley light outage
- Tree trimming
- Down or low power lines

To report an emergency outside of normal hours, call 684-3000 and press "O" to speak directly with an operator and be prepared to provide detailed information. Examples of emergency situations may include a burning tree, downed tree or arcing tree that can potentially bring down a power line.

During normal business hours (M-F from 7:30 a.m.-4:00 p.m.), dial 386-1663. You will be connected to a recording and asked to provide the following information: 1) Your name, 2) Your telephone number, and 3) a Description of the problem. When reporting, be prepared to explain whether the problem involves pole-to-pole lines, pole to house, or business lines, and indicate whether the lines are located in the front, back, or side of the home or business.

Outage Hotline 684-7400
Streetlight and Alley Light Outages 684-7056
Tree Trimming 386-1663
7:30 a.m.-4:00 p.m. M-F (Power Line Clearance Message Center)

Please be patient and allow 24 to 48 hours during a major power outage, before checking on the status of your outage.

Streetlight, or alley light, bulbs generally take 7-10 working days to replace unless a specific danger or emergency is involved.

Seattle Transportation Department (SEATRA)

Seattle Transportation's mission is maintain and improve the City's transportation system for the safe and efficient movement of people, goods, and services. Everything the department does is aimed at enhancing mobility within the city.

Most Common Complaints by Citizens

- Arterial and commercial-zone traffic concerns
- Parking
- Pothole repairs and other minor street repairs
- Residential parking zones (RPZS)
- Residential street traffic concerns speed watch
- Traffic circles
- Malfunctioning/damaged traffic signals
- Traffic Sign Repair or Replacement

To investigate traffic problems, such as accidents, speeding, or lack of visibility on arterial or commercially zoned streets, call 684-5106.

Questions about parking along a street, or to request changes in parking controls along a street, call 684-7623.

For *parking enforcement*, call the Seattle Police Department at 625-5011. For questions about *parking on private property*, call the Department of Design, Construction & Land Use: zoning enforcement, 684-7899, or construction permits, 684-8850. For information on *low-cost carpool parking in downtown Seattle*, 684-0816.

To report potholes and other areas of damaged pavement:
Streets N. of Denny Way – 684-7508, Streets S. of Denny Way – 386-1218
Give exact location, including address and side of street or intersection.

To request information on Residential Parking Zones:
New RPZs - 684-5092, Existing RPZs - 684-5086.

To report traffic concerns on a non-arterial street, call 684-7577.
To request the installation of a traffic circle, call 684-0817.
To report speeding along residential streets, call 684-0815.

To report damaged/malfunctioning traffic signals, call 386-1206.
To request the installation/repair/replacement of traffic signs, call 386-1206.

What if the Department is the problem?

Citizens Service Bureau

The Citizens Service Bureau (CSB) is the complaint and information office for Seattle residents, businesses, City service users, visitors, and employees. They provide a neutral forum for citizens who are negatively affected by the action or inaction of a City government department. The four complaint investigators provide information about City government and services, give appropriate referrals and investigate complaints to ensure fairness and equity.

The CSB staff also includes two city government telephone operators. If you already know what City of Seattle agency or employee you're looking for, just call 206-386-1234.

Citizens Service Bureau

Room 105 Seattle Municipal Building
Seattle, WA 98104

Phone 206-684-8811

Fax 206-684-5529

Email michelle.white@ci.seattle.wa

Citizen Complaint Information Guide

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